



# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION AND SUBSTANCE ABUSE SERVICES

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### MEMORANDUM

To: CSB/BHA MR Directors and Community Support Directors  
Private Provider Agencies

From: Lee Price, Director of the Office of Mental Retardation

Subject: College of Direct Support Roll Out

Date: July 13, 2007

The DMHMRSAS Office of Mental Retardation is pleased to announce that the Commonwealth is partnering with community stakeholders in offering CSBs and private providers a nationally recognized and validated training via the Internet. The College of Direct Support (CDS) program, an interactive, web-based training curriculum for direct support staff and supervisors, will be made available at a significantly reduced cost for one year through this opportunity. Some CSBs and private providers have already participated in College of Direct Supports through previous funding initiatives. **All providers are *strongly encouraged to attend*.**

This training is a more comprehensive alternative to the OMR Staff Orientation Workbook and has been given high marks from the Centers for Medicare and Medicaid Services (CMS). As such, successful completion of 19 of the individual CDS lessons fulfills the MR and DS Waivers' staff training requirements for Residential, Personal Assistance, Day Support and Prevocational service providers (i.e., CDS may substitute for the MR Staff Orientation Workbook training and test). It is also an excellent training tool for case managers and all MR Waiver providers.

CDS provides consistent, high-quality training that has undergone rigorous review by nationally recognized content and training experts and is currently being used across disabilities nationally. Another bonus to the CDS curriculum is the ability of participants to gain college credit for successfully completed modules. The current initiative will allow each of you to have access to 117 College of Direct Support lessons:

- 95 lessons for direct support professionals under the College of Direct Support, and
- 17 lessons for supervisors under the College of Frontline Supervision and Management.

Within our own state training centers and hospitals:

- 47% of the Direct Service Associates are participating in CDS for a total of approximately 3,000 learners.
- In addition, over 1,168 other learners (RNs, LPNs, support services staff members in capacities such as food services, housekeeping, laundry, etc.) have benefited from this training.

While DMHMRSAS will cover the per-person cost to your agency (a savings of \$ 35.00 per agency per individual receiving MR/DS Waiver supports), participation does require each agency or a partnership of agencies to acquire administration rights for one year for \$2,800.00. This fee provides access to the CDS Management System.

**With administration rights, you have at your specific location the ability to:**

- ❑ Have access to the lessons offered by CDS and add information on lessons specific to your agency;
- ❑ Have on-site access to assign lessons and learners; establish pre- and post-test requirements; add footnotes and/or annotations to lessons; and review learner participation and completion by unit, department, and/or organization;
- ❑ Generate reports;
- ❑ Assign survey tools (Exit Opinion Survey, New Staff Survey, Supervisor Survey, Organizational Commitment Questionnaire, Training Experience Survey, Staff Satisfaction); and
- ❑ Create portable training records.

**The role of your administrator will be:**

- ❑ Communications Link: to serve as the training link between your organization and the CDS implementation coordinator located in Knoxville, TN;
- ❑ Agency Implementation Coordination: to roll out the CDS, assist with log-on questions, assist "new learners" with site navigations questions, technical issues, computer access, etc.;
- ❑ Access Management: to register, edit and delete learners, customize lesson plans for learner groups/departments;
- ❑ Agency Content Editing: to coordinate notations for local agency policy, create modules for policy and procedures at the agency level, and the use of Web-links;
- ❑ Coordination of "Best Use" Practices: to ensure the best use of the "electronic textbook;"
- ❑ Documentation of Training: Training records and test scores are privileged information to the learner and agency. The administrator defines how often pre- and post-tests are taken and the minimum score for completion; and
- ❑ Assignment and Use of Survey Tools: to assign staff surveys to track satisfaction and intent to stay, track turnover and vacancy rates.

## **College of Direct Support and Frontline Supervisors Training Timetable:**

### **August 2007**

Roll out/kick-off through regional informational sessions on College of Direct Supports for program directors/supervisors. The national director of CDS, Bill Tapp, will be assisting with this training and will be facilitating the “Administrator Training” in September. These informational sessions will be the opportunity for networking and coordinating with other providers to share administrator’s duties and fees. In addition, registration for the September administrator training will be available at each of the information sessions.

### **August 13<sup>th</sup>**

Tidewater Area: 9:00 am –11:00 am  
**Newport News Public Library**  
110 Main Street  
Newport News, VA 23601

Richmond Area: 2:00 pm – 4:00 pm  
**Henrico CSB**, Conference Room C  
10299 Woodman Rd  
Glen Allen, VA 23060

### **August 14<sup>th</sup>**

Northern Virginia: 2:00 pm – 4:00 pm  
**Fairfax-Falls Church Govt. Center**, Conference Rooms 9 & 10  
12000 Government Center Pky, # 424  
Fairfax, VA 22035

### **August 15<sup>th</sup>**

Charlottesville: 9:00 am –11:00 am  
**Piedmont College** Main Theatre  
501 College Dr  
Charlottesville, VA 22902

Roanoke: 2:00 pm – 5:00 pm  
**Roanoke Higher Education Center**, Conference Room #212  
108 North Jefferson St  
Roanoke, VA 24016

### **August 16<sup>th</sup>**

Southwest Area: 9:30 am - 12:30 pm  
**Highland Community College Theatre**, Room 605  
140 Old Jonesboro Rd  
Abingdon, VA 24210

**Late September 2007** - Training of Site Administrators by CDS staff (via conference call)

**October 1, 2007 to October 1, 2008** - Content of CDS available 24 hours/day to all agencies who become affiliated with an administrator for staff training.

**To register for the above free informational sessions**, contact Billie Anderson at [billie.anderson@co.dmhmrsas.virginia.gov](mailto:billie.anderson@co.dmhmrsas.virginia.gov) or (804) 371-0619.